



Patient Experience & Involvement Newsletter

Monday 01.02.2021

**Virtual opportunities and supporting information for service users,
patients and carers**

Welcome to February's edition of Leicestershire Partnership NHS Trust's (LPT) Patient Experience and Involvement Newsletter. We hope the items contained in this newsletter provide you with useful and informative information.

Covid Vaccine



<https://www.leicspart.nhs.uk/latest/covid-19-latest-information/covid-19-vaccinations/>

If anyone needs a language or format not available yet, please email: publications@phe.gov.uk. If you use assistive technology (such as a screen reader) you will need to say what assistive technology you use in the email.

This video has been shared by Leicester City Council and has some easy to understand answers to vaccination myths : <https://youtu.be/M3Wh23PDnfE>

Sign up and stay connected!

You can join our Service User/Carer Network which is open to service users, carers and family members where you can share your lived experiences with us. This will help to inform how we shape our services to fit the changing needs of our local communities.

Please visit our "involving you" page

www.leicspart.nhs.uk/involvingyou

which provides additional information and access to our on line Expression Of Interest form.

Involvement Walk and Talk Group



We understand this continues to be a difficult time for everyone and have received feedback from some of our network members that loneliness and isolation are growing contributing factors in their daily struggle throughout this period.

Unfortunately we find ourselves in lockdown, however we could take this time to explore this as an option for when restrictions are lifted?

Some suggestions already raised are:

- Meeting each week in order to make connections with each other
- Building relationships in order to provide support to each other during this period
- Meeting at a venue/area that would suit the majority of the participants; suggested areas so far are Leicester City, Watermead Park Thurmaston, and Hinckley.

If you are interested, please let us know by making contact with the team using the contact details contained at the end of this newsletter

Upcoming Virtual Involvement Opportunities

Although all face to face involvement at LPT has been put on hold due to Covid-19, we still want to involve you in decision making and changes where we can.



Opportunities will be advertised through our Service User/Carer Network, as well as through these Newsletters. There are a range of projects you can get involved with from providing feedback on documents to larger scale service improvements. We can do this by:

- Video calls – Skype and Microsoft Teams
- Email
- Telephone calls
- Post (freepost address provided)

Below is a list of new and ongoing involvement workshops and projects at LPT. Each of the listed opportunities outline how you can get involved (either to register your space or to express your interest as spaces are limited, and we may need to match your experiences and skills for the particular project) You can find out more by clicking on the link next to each opportunity below.



Please also contact us if you any further questions or queries. You can contact the Patient Experience and Involvement Team via email: LPTPatientExperience@leicspart.nhs.uk or call 0116 295 0818

Recruitment Panel Training

We are pleased to announce the launch of our new Recruitment Panel training, facilitated by the Patient Experience and Involvement Team.

Overview of the training:

- Recruitment and selection process
- Job description and person specification
- Interview questions/presentation
- Types of Involvement in the recruitment process
- Confidentiality
- Do's and Don'ts for interviewing
- Recording the interview



Future date for new and existing members is as follows:

- **Wednesday 21st April 2021 from 10am-12midday using MS Teams**

MS Teams Links: Will be shared via email a week before the virtual training is due to take place.

Please make contact with the Patient Experience and Involvement Team if you wish to join this session.

Invitation to Involvement Workshops we have two workshops running for new members including an introduction to Involvement, and an introduction to the NHS;

Overview of the Introduction to Involvement workshop:

- Working together as equal partners
- Involvement framework
- Involvement charter
- Confidentiality agreement
- Skills/Experience/Needs and Interest form
- Involvement opportunities
- Support and training we can offer you
- Reward and Recognition Policy

Involvement Packs (Introduction session only) We will post out an involvement pack a week before the commencement of the induction which will include all relevant forms and charter for your reference in readiness for the forthcoming workshop.

Overview of Introduction to the NHS workshop;

- How does the NHS in England work
- Integrated Care System
- What is "Step up to Great"
- Support LPT can give you

Dates for new members are as follows:

- **Thursday 18th February 2021 from 10.30-12.00 midday – Introduction to Involvement**
- **Wednesday 7th April 2021 from 1.30-3.00pm – Introduction to Involvement**
- **Thursday 15th April from 1.30-2.30pm – Introduction to the NHS**

All workshops are delivered by MS Teams; the MS Teams link will be shared via email a week before the workshop is due to take place. Please make contact with the Patient Experience and Involvement Team if you wish to join these sessions.

Monthly Recovery and Collaborative Care Planning Cafes via MS Teams

The cafés are a shared space for service users, carers, NHS staff and a variety of other speakers to come together to have collaborative conversations around care planning and recovery. The cafes are themed around the recovery concepts of CHIME (Connectedness, Hope, Identity, Meaning, and Empowerment) and service users often deliver masterclasses in sharing their lived experiences.

Link to find out more about the cafes; <https://www.leicspart.nhs.uk/wp-content/uploads/2020/11/What-are-the-Recovery-Cafes.pdf>

Virtual Recovery Cafes	
Month & Theme	Date & Time
February - Meaning	Fri 26th 1-2.30
March - Empowerment	Weds 24 th 11-12.30
April - Connectedness	Fri 30 th 1-2.30
May – Hope & Optimism	Mon 24 th 11-12:30
June - Identity	Weds 30 th 1-2:30

MS Teams Link: Will be shared via email the week before the session is due to take place. Please make contact with the Patient Experience and Involvement Team if you wish to join these cafés.

Be part of Research in LPT

Research is creating new knowledge, or expanding on current knowledge. In the NHS, research helps us to answer questions to provide the best quality of patient care. This could be to provide new treatments, therapies and diagnostic tools, or even to inform lifestyle changes.

Patient and Public Involvement (PPI) can help us to strengthen the quality of research and make sure that it is meaningful to patients, service users, and carers.

The Research and Development team are looking for new PPI Research Partners. As a Research Partner, you could be involved in designing, managing, undertaking and distributing research in collaboration with researchers across LPT.

By being involved, you could:

- Help to identify the important questions which research can answer
- Guide researchers in designing their projects
- Ensure the research questions are relevant to patient care
- Design information sheets for participants, and make sure they are easy to understand
- Provide expertise to projects by using your lived experiences

If you would like to become a Research Partner in LPT or to find out more, please email LPTPatientExperience@leicspart.nhs.uk in the first instance.



Survey for patients and carers who access Community Nursing

The Community Nursing Priority Setting Partnership (PSP) is being led by nurses from four NHS Trusts, including LPT. The PSP is being led by four National Institute for Health Research (NIHR) 70@70 nursing research leaders, and is funded by the NIHR ARC Oxford and Thames Valley.



Community nursing centres around taking account of the whole person, in terms of their physical, mental, psychological, social and emotional health and wellbeing, to provide support to patients and carers and improve their quality of life. The aim of the community nursing PSP is to identify the unanswered questions about community nursing from patient, carer and clinical perspectives, and then prioritise those that patients, carers and clinicians agree are the most important for research to address. The process results in a Top 10 which aims to highlight important areas for research, but not necessarily to come up with the specific research questions. This informs researchers and research funders about priorities so that they can make their research as meaningful as possible to the people who need it. PSPs enable clinicians, patients and carers to work together to identify and prioritise evidence uncertainties in particular areas of health and care that could be answered by research.

The survey will close on **Monday 15th February 2021**.

Please find the following links to the survey, poster with scannable links and a freepost label for anyone who may wish to print and post their survey

- <https://www.leicspart.nhs.uk/wp-content/uploads/2021/01/survey-for-patients-and-carers.pdf>
- <https://www.leicspart.nhs.uk/wp-content/uploads/2021/01/Poster-w-links.pdf>
- <https://www.leicspart.nhs.uk/wp-content/uploads/2021/01/CN-PSP-reply-envelope-correct-format.pdf>

If you wish to know more about this project, please see below link for more information.
https://www.arc-oxtv.nihr.ac.uk/research/Research_priorities_for_community_nursing/

LPT - Families and Young People Paediatric Team – Questionnaire and Feedback Survey

The FYPC Paediatric team have developed a questionnaire to act as a pre-assessment screening for families before they attend a first appointment, this will help to hopefully limit time in the first appointment and support discussions based on what families/carers have completed prior to a meeting/appointment.

If you would like to take part, please read through the questionnaire first before completing the survey which are both available below:

Link to questionnaire: <https://www.leicspart.nhs.uk/wp-content/uploads/2021/01/Parent-or-Carer-Questionnaire-for-Communication-Interaction.pdf>

Link to survey: <http://ratenhs.uk/gpFgXP>

Alternatively, if you wish for a paper version to be posted out to you, please make contact with the Patient Experience and Involvement Team on the contact details supplied at the end of this newsletter.

Supporting information for patients, service users and their carers from community and national sources

Mental Health Wellbeing and Recovery Support Service

In partnership with the Clinical Commissioning Group, Leicester City Council and Rutland County Council, Leicestershire County Council commissions three providers to deliver the Mental Health Wellbeing and Recovery Support Service across Leicester, Leicestershire and Rutland (LLR). This is an open access service and does not require clients to have assessed eligible needs.



The service provides information, advice and navigation and community recovery support to people experiencing issues with mental health. All providers have a detailed understanding of other support available in the community and also have links with support around substance misuse. All providers have good links to crisis services and can provide support for clients and care provider staff teams with information on how to identify mental health issues with clients.

Please see below for a description of each providers' services, their contact details and the districts of Leicester, Leicestershire and Rutland they serve:

1. **Mental Health Matters (MHM)** covering Melton, North West Leicestershire, Hinckley & Bosworth, Charnwood districts and Rutland.

This service helps anyone aged 18+ who is experiencing emotional and mental health problems, as well as their carers, by providing advice, information and support. It can help clients to maintain and improve their emotional and mental wellbeing, become empowered to achieve their goals, and to live a meaningful and valued life within the community. They offer: Information, advice and guidance and a one to one support with a trained recovery worker. For more information, please visit their website www.mhm.org.uk or call us on 0330 323 0189 (9am - 5pm) or 0330 323 0187 (24 hour helpline).

2. **Life Links provided by Richmond Fellowship** covering Oadby & Wigston and Blaby districts and Leicester City.

Leicester Life Links is a mental health wellbeing and recovery service. There are three distinct strands to the service: information line which runs Monday to Friday 9am-5pm and provides information, advice and guidance to anyone seeking support with regards to their wellbeing. Community Recovery Support: this is one-to-one support tailored to the individual to increase their resilience and improve their mental wellbeing. This is usually delivered in person on a weekly basis. Lastly Peer groups: these usually run across various community locations but at this current time are being offered over Zoom. For more information please call us on 0800 0234 575 or visit their website www.rflifelinks.co.uk.

3. **My Mind Matters** covering Harborough district.

My Mind Matters service is currently operating via telephone and online due to the COVID-19 pandemic.

There are four strands to the service: (1) information telephone line which runs from Monday to Friday 9am – 5pm. The information telephone line is available for anyone to call for help, advice and support for mental health support. (2) Advice and navigation anyone seeking support with their wellbeing. (3) Community Recovery Support, this is a one to one phone or video call support tailored to the service users goals to increase their independence, resilience and improve their mental wellbeing. (4) Peer groups are run via Zoom from Monday – Friday. For more information please visit www.vasl.org.uk or call us on 01858 411383.

Every Mind Matters – Tips and advice on mental health and wellbeing

To support people during this time, Public Health England has launched a nationwide Better Health - Every Mind Matters campaign to equip adults with tips and advice to look after their mental health and wellbeing and help support others such as family and friends.

For more tips and support, [visit the Every Mind Matters website.](#)



Activities

Distraction Packs

NHS England & Improvement have worked with Recoop (part of a Housing Association) to make distraction packs available for people experiencing social isolation during the Covid pandemic. These packs were previously created for older prisoners, and have now been adapted for people experiencing isolation at home and in the hospital setting. The packs include a template for people to share their experiences through a story, poem or picture with the aim of adding into future editions.

Links to the latest editions can be found below:

Link to Distraction Pack 18:

https://www.leicspart.nhs.uk/wpcontent/uploads/2021/01/NHS_Distraction_Pack_18.pdf

Link to Distraction Pack 19:

https://www.leicspart.nhs.uk/wp-content/uploads/2021/01/NHS_Distraction_Pack_19.pdf

Recovery College Spring Prospectus

The recovery college is happy to launch their spring term prospectus. The prospectus is filled with information on courses available to service users.



The prospectus can be accessed through the following link:

<https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/Spring-Term-2021-Interim-Prospectus-FINAL.pdf>

The Recovery College are also supporting their students by uploading daily resources and course updates on their closed Facebook group. Everyone is welcome to join the group, so you can stay updated too. Search on Facebook for @LPT Leicestershire Recovery College or follow the following link; <https://www.facebook.com/groups/recoverycollege>

Finally, the college also has some helpful resources on their webpage including an online mindfulness course and gratitude tips from one of the tutors - check them out here;

<https://www.leicspart.nhs.uk/service/leicestershire-recovery-college/>

If you are interested call 0116 295 1196 for further information. Courses are available to carers and LPT staff too!

BrightSparks Arts in Mental Health - 'ARTY SOCIAL' and other online groups

Brightsparks are proud to launch their virtual Arty Social sessions, 90 minutes of creative talk, fun and activities hosted by Tim Sayers held virtually every Thursday. For more information please visit

<https://www.brightsparksarts.uk/r/arty-socials-2021>.

Creative Arts - Tuesday mornings 10.30 – 12.00am. For more information please Visit

<https://www.umatterleicester.co.uk/online-visual-art/> The first sessions being led by the wonderful Jo Sheppard.

Creative Writing - Wednesday mornings 10.30 – 12.00am. For more information please see

<https://www.umatterleicester.co.uk/remote-art-online-creative-writing/> . The first session will be delivered by Brandon Oliver.

The Comedy Asylum - Friday afternoons 1.00 – 2.30pm. Details tbc. These sessions will be run by the one and only Rob Gee!

Please contact Tim Sayers directly to express interest in all the online workshops and for login details by email: Tim.Sayers@leicspart.nhs.uk. Brightsparks online can offer mental health service users support with acquiring IT equipment as well as telephone support to help to attend these sessions.

My Mind Matters – Winter wellbeing support programme

If anyone within the Harborough District would like to join the project to improve their wellbeing during these difficult times or would like more information please make contact via email on mindmatters@vasl.org.uk or by telephone: 01858 411383.

Please click on the following flyers which provide days/time and contents of each session:

Mondays – Mindfulness and meditation, 1PM – 2PM

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/01/page02-1.jpg>

Tuesdays – Weekly workout, 11AM – 12PM

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/01/page04.jpg>

Wednesdays – Winter warmer coffee morning, 11AM-12PM

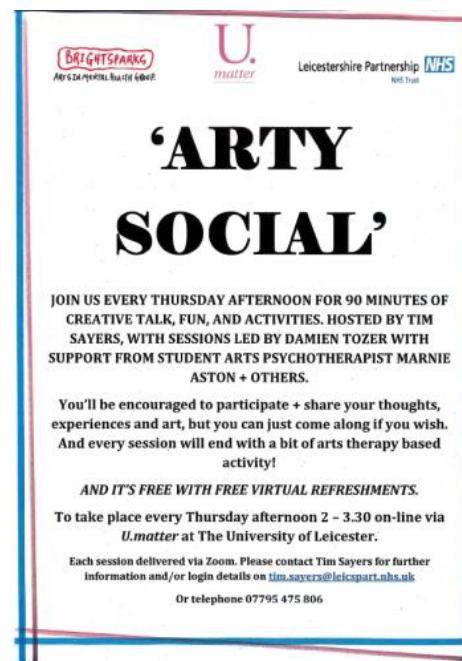
<https://www.leicspart.nhs.uk/wp-content/uploads/2021/01/page03.jpg>

Thursdays – Social games afternoon, 1PM – 2PM

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/01/page06.jpg>

Fridays – Furry Friends, 1PM – 2PM

<https://www.leicspart.nhs.uk/wp-content/uploads/2021/01/page07.jpg>



Useful Contacts



Show and Share

This is a space for our network members to display any creative activities over the last month, to share their thoughts or to share anything they've found useful during these exceptional times.



One of our members has been busy with their mindful colouring

The ECT Café – A QI Initiative

In November 2020, I was part of a team of three, consisting of two LPT staff and myself that presented at a national ECT and Neuromodulation Conference organised by the Royal College of Psychiatrists where we showcased a new service in Leicester – The ECT Café.

I have lived experience of severe mental health issues and treatment with ECT – electroconvulsive therapy. ECT is not the 'One Flew Over the Cuckoo's Nest' treatment as it is frequently depicted. Modern ECT bears no resemblance to that and it can have therapeutic value when other treatments have not helped.

ECT also carries great stigma.

The ECT Café resulted from a LiA initiative. We wanted to create a relaxed, supportive environment, less formal than an outpatient's appointment where patients and their families/carers could share experiences, ask questions and access information. To be offered before commencement of a course of ECT through to post treatment. The thought of ECT is scary, shrouded in mystery and

mainly understood through portrayals in films and horror stories in the media. Positive stories are often under reported, continuing the misrepresentation. Staff who work in the ECT unit are incredibly good at taking time to explain to both patients and their families/carers what is going to happen, but they cannot tell them what it is going to feel like.

My role is to co-facilitate the café alongside a member of the nursing team. I speak to patients and families/carers about my ECT experience, not to influence but to provide a balanced view. I do not advocate ECT for all and there are pros and cons as with all treatments. I believe that informed decision making taking in all aspects is important for any treatment for any condition. I also collect anonymous feedback at the end of the course of ECT as a part of ongoing quality improvement within the service. Initial feedback highlighted the need and desire amongst patients and families/carers for more information alongside the standard details, facts and figures given to cover statutory requirements. Patients and their families/carers valued hearing lived experience and the opportunity to ask questions and the support and information was needed throughout the course of treatment.

I believe sharing lived experiences can be invaluable. Hearing that somebody else has felt similar things to you, felt scared and anxious about treatment can help to bring some reassurance and help to break stigma.

Karen Peckover – ECT Café Co Facilitator and Service user/carer network member

Your Voices, Feedback and Updates!

Mental Health and Wellbeing Workbook - Update

The workbooks have been translated into four different languages and are available electronically as well as in hard copy format.

Links to each workbook can be found below;

- **English** - https://www.leicspart.nhs.uk/wp-content/uploads/2020/11/MH-and-Wellbeing-Workbook_.pdf
- **Hindi** - https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/MH-and-Wellbeing-Workbook_Hindi.pdf
- **Urdu** - https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/MH-and-Wellbeing-Workbook_Urdu.pdf
- **Gujarati** - https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/MH-and-Wellbeing-Workbook_Gujarati.pdf



Please do share these workbooks with your families and friends. If you would like a hard copies of the workbook, please make contact with the Patient Experience and Involvement Team.

Youth Advisory Board (YAB) update

YAB welcomed two new members last month and now have 12 regular members as part of the youth board. YAB met with the Mental Health in Schools Team programme manager with the YAB group agreeing to be part of the elements of co-production within this programme of work as a long standing involvement programme. We will provide updates in future editions of the newsletter.

Virtual Recovery Café Update

We apologise that January's café unfortunately had to be cancelled due to technical difficulties. We are however planning a nine week programme of cafes where cafés will be held every two weeks, starting from February 2021. These cafes will be about bringing people together to connect during this lock down period, concentrating on the recovery elements of CHIME; Connectedness, Hope,

Identity, Meaning and Empowerment. We are also including The 5 Ways to Wellbeing: Connect, Be physically active, Learn new skills, Give to others, and Pay attention. We hope these activities and techniques will help you to create your own wellbeing toolkit. If you have any ideas or suggestions for what you would like to see included in this additional programme, please email us at LPTPatientExperience@leicspart.nhs.uk

People's Council update

Three meetings have taken place since its launch in September 2020.

The first phase of work with the Council is to build relationships and for members to get to know one other via developmental sessions. Two task and finish groups have been established: one group is working with our Communications Team to establish their brand and communication materials, and the second group is looking at IT and platforms for meetings.

The first of three development sessions has taken place with an aim for the People Council members to start to create a vision and values for the Council.

Research and Development update

Thank you to those that have expressed an interest in becoming a research partner. You will be contact directly by the Research and Development team who are aiming to meet with you collectively in the near future to look at next steps.

We would also love to hear about your personal journey during this time:

Are you happy to share your story with us during this time?

Are you having to access services differently?

How are you finding virtual appointments?

Please contact us if you have any questions/suggestions

LPTPatientExperience@leicspart.nhs.uk

FREEPOST LPT Patient Experience

0116 295 0818

Twitter; @LPTPatientExp

What a great poem by the late Spike Milligan about smiling

